



642-241^{Q&As}

Unified Contact Center Enterprise Design (UCCED)

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**QUESTION 1**

In a Cisco Unified Contact Center Enterprise design, the customer wants to use Session Initiation Protocol calls from its voice network carrier. Which design consideration is true for this solution?

- A. All agent phones must be configured as Session Initiation Protocol phones.
- B. Cisco Unified Border Element must be included for Session Initiation Protocol message normalization and management.
- C. Cisco Unified IP IVR must be configured for G.711 voice calls only.
- D. Additional digital signal processor resources are required in the design for Session Initiation Protocol calls.

Correct Answer: B

QUESTION 2

Which Cisco Unified IP phone model is incompatible with Cisco Unified Communications Manager Silent Monitoring 8.0(x)?

- A. 9971
- B. 8961
- C. 6921
- D. 7970
- E. IP Communicator 8.0(x)

Correct Answer: D

QUESTION 3

All of these statements correctly describe the role of voice gateways in Cisco Unified Contact Center Enterprise deployments except which one?

- A. When calls arrive from the PSTN to Cisco H.323 gateways and are sent to Cisco Unified IP IVR for prompt and collect treatment, MTP resources must be allocated in deployments.
- B. Cisco voice gateways can communicate with Cisco Unified Communications Manager using SIP,
- C. 323, or MGCP.
- D. When a voice gateway uses multiple protocols (SIP, H.323), each protocol requires its own dedicated DSP resources.
- E. Cisco voice gateways can be used to help integrate traditional ACDs into a Cisco Unified Contact Center Enterprise environment by implementing TDM connections between gateways and ACDs.



Correct Answer: C

QUESTION 4

Which two statements are Cisco Best Practices when enabling CTI Manager on a Cisco Unified Communications Manager Server? (Choose two.)

- A. CTI Manager must be enabled on the Cisco Unified CallManager publisher to allow CTI applications access to the publisher database.
- B. CTI applications should be load-balanced across all CTI Managers in a cluster.
- C. All phones on the Cisco Unified Communications Manager cluster should be associated with CTI Manager to allow calls to be sent to the phones.
- D. CTI Manager should only be enabled on call-processing subscribers.

Correct Answer: BD

QUESTION 5

What impact does the Cisco Unified Contact Center Enterprise 8.0(x) Mobile Agent option have on the agent peripheral gateway?

- A. There is no impact.
- B. The number of mobile agents must be less than 500.
- C. The number of nailed-up agents with CTI OS cannot be more than 1156.
- D. The number of call-by-call agents with Cisco Agent Desktop cannot be more than 1,000.
- E. The number of call-by-call agents with CTI OS cannot be more than 1025.

Correct Answer: C

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